Shared Hosting: WebSphere

Product Summary

Shared Web Hosting is useful for customers not wishing to own and maintain their own server and application software environments. The premise of shared hosting is that multiple customers are housed in an environment where resources are shared. With Shared Web Hosting products provided by ITS, ITS performs all hardware and software maintenance and ensures the highest level of uptime possible for the overall environment. Customers may create and maintain their own site content or contract with ITS or an outside vendor for site development. ITS provides access to each customer's shared hosting account via FTP or users may publish files from a variety of HTML editors. Agency technical personnel essentially see a virtual server running only their application.

Unlike commercial companies, this product is connected to the State's private network and contains security features required by government entities. Optional support services for which ITS has core competencies are also available. ITS provides a robust server in a secure, safe, and environmentally controlled location. The power source boasts dual power supplies, redundant backup generators, and redundant UPS and battery systems to ensure uninterrupted power. The network is monitored continually to provide maximum RAS.

Product Features or Description of Services

Shared Hosting: WebSphere Features	
Feature	**Detail**
Application Disk Space	Unlimited
Data Transfer / Bandwidth	Unlimited
Operating System	Solaris ver 9
Application Server	WebSphere
Databases Supported	Oracle, DB2, MySQL
Security	SiteMinder for Utah.gov domains, UMD, Shared SSL
Programming and scripts	Java servlets, JSP, and J2EE support
Web Statistics	WebTrends Reporting
Monitoring	NetCool monitoring and reporting of network & server
Access	24/7 FTP access
Open Standards	Based on J2EE open source standards
Application Development	WebSphere Studio

Product Benefits

Shared Hosting: WebSphere Benefits
Connected to the State of Utah PRIVATE network
Firewall protection against unwanted intrusion
Local technical support

Filtered content (i.e. Spam, Pornography, Commercial Advertising . . .)

Located in a physically secure facility with a redundant, controlled environment (power, air, humidity, halon fire protection, etc.)

Offsite backup of data to the Richfield Data Center

Applications developed in WebSphere Studio can be used with any platform supporting leading industry standards

A proven solution for building, testing, and deploying on-demand e-business applications

This Enterprise-class server allows for server tuning, scaling, clustering, and fail-over

Redundant UPS, battery backup, and two diesel generators ensure continuous power.

The State data center is configured with a Halon fire suppression system throughout the entire facility.

Professional network design and engineering to maintain enhanced reliability and availability. A Network Operations Center operates network equipment, monitors performance, manages outages, and assists customers. Routing through the State provides access to state resources.

Provides basic network security via firewall services, intrusion monitoring and management, and access control lists.

Managed IP service including address blocks, subnets, VLANs, and public/private IP addresses.

Additional Services available for this Product

Optional Services Not Included with Product
Database design, performance, and administration
Java development services and consulting
eDirectory with Utah Master Directory (UMD)
Single sign-on across multiple applications
Open source portal development / integration
Website development
Graphic design, Flash development, and animation creation
Video and audio streaming and administration
Managed services such as monitoring and capacity planning
Technical writing and content editing
Backup of applications and data directories can be performed as often as hourly depending on customer requests. Data retention periods can also be customized.

Related ITS Products

Related ITS Products	
Product	**Description**
Dedicated Hosting	ITS purchases and manages a server dedicated to your specifications and application(s).
Managed Hosting	ITS accepts responsibility for the administration functions required by the customer. This could include maintaining the operating system, web and/or application server, and even database administration. The customer decides what they want to control and then leaves the rest up to ITS.
Co-located Hosting	The customer is responsible for the hardware and software and contracts with ITS to place the server in the State's Data Center. ITS provides a secure, environmentally controlled facility, power, and network connectivity (pipe, power, and ping).

ITS Responsibilities

ITS Responsibilities
Provide the secure physical facility and all environmental controls for the server and disk array
Monitor and maintain the integrity of the network
Install and maintain the server hardware
Install and maintain the Solaris operating system
Install and maintain the WebSphere web and application server
Provide software and hardware upgrades as necessary
Coordinate scheduled downtime with customers
Backup the system, source code/applications, and data directories nightly. Data will be retained on an annual basis.
Provide the secure physical facility and all environmental controls for the server and disk array

Customer Responsibilities

Customer Responsibilities
Develop and maintain the customer's database schema and the integrity of the data
Develop and maintain all application software
Follow the standards and procedures required by ITS to ensure a secure and stable operating environment for all users on the server
Provide customer support services to the end-users of the application

Product Service Levels

Product Service Levels
ITS strives for at least a 99.9% uptime experience for its customers.

ITS Customer Support

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

Shared Hosting: WebSphere Rates		
Frequency of Billing	**Description**	**Rate ($)**
Monthly charges	**Hosting services** **SSL Acceleration and Certificate**	**$150.00** **$10.00**
One time charges	Setup	**No Charge**
Optional feature one time charges	**Consulting services (as needed)**	**75.00/hour**

Ordering the Product

Fill in the Service Request Form found under ***Products and Services>Open Systems Hosting>Shared Hosting: WebSphere*** at ***its.utah.gov***. The form will go the ITS Engineering for processing. A software engineer will contact you for additional information and keep you informed regarding the deployment process and timing.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.